

Date: November 9, 2008

Alert Number: 0016- Revised November 15, 2008

To: Retail Pharmacy Providers

Re: Real-Time Pharmacy Claim Processing Delays (Revised)

ForwardHealth interChange began experiencing significant delays in responding to real-time pharmacy claims submitted beginning Tuesday, November 11, 2008. Pharmacy providers may have received National Council for Prescription Drug Programs reject code 99 (Host Processing Error) or an incomplete reject response instead of payment or denial information for claims.

A solution has now been developed for this issue. Providers will receive a duplicate of the paid response after submitting a transaction that was previously paid. Information on the transaction response includes the ICN of the original paid claim and cost share information. (Note: The Remaining Deductible Amount field [the "FD" field] is not available at this time and will be zero filled.)

Please call Provider Services at (800) 947-9627 if you have any questions.

☐ **Resolution Pending**

☒ **Resolved:** November 15, 2008